

MAF Ministry Effectiveness Evaluation System

EFFECTIVENESS ♦ PRODUCTIVITY ♦ ACCOUNTABILITY

ANNUALLY

1. **Ministry Plan**—Prepared annually, covering a rolling two-year time frame. The president is personally accountable for the organization, overall performance against the strategic goals and ministry plan. Regional directors and program managers establish quantifiable and measurable objectives against which they are accountable.
2. **Administrative Budgets**—Prepared by each program and department manager to support the strategic objectives and the ministry plan.
3. **Safety Inspections & Audits**—A complex and ongoing program following aviation industry standards, and performed for each program. Every other year, the responsibility for completing each audit rotates between the MAF headquarters safety team and the program manager.
4. **Financial Audit**—Conducted by an independent auditor. Audited reports are submitted to the board of directors at every March board meeting.
5. **On-site Visits to Programs**—Conducted by board members at their own expense. At a minimum, one board member visits one overseas program each year.
6. **Performance Reviews**—Conducted for all staff members according to previously established objectives and performance standards.

SEMIANNUALLY

1. **Reports to Board of Directors**—Significant accomplishments and program activities are reported by regional and division directors to the board of directors every six months, in March and September.

MONTHLY

1. **Operations Reports**—Each program manager submits a report that includes the number of flights, number of passengers, cargo weight, air miles, and flight categories (church and mission support, medical assistance, national training, relief, and community development). Progress on established non-aviation goals is likewise reported.
2. **Budget Reviews**—Actuals and variance analyses are produced by Finance and reviewed by each program and department manager.